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Peoplecert ITIL-4-Specialist-Monitor-Support-Fulfil Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Monitor and Event Management: This section of the exam assesses the competencies of IT operations managers and service desk staff, focusing on the fundamentals and applications of IT service monitoring and event handling. It examines the implementation of robust monitoring systems.
Topic 2	<ul style="list-style-type: none">• Service Request Management: This section of the exam appraises the abilities of IT fulfillment teams to focus on the streamlined processing of service requests. It explores creating and administering service request catalogs and tactics to enhance user satisfaction.
Topic 3	<ul style="list-style-type: none">• Introduction to Monitor, Support, Fulfil: This section of the exam evaluates the capabilities of IT service management experts and explores the core concepts of Monitor, Support, and Fulfil value chain activities in the ITIL 4 framework.
Topic 4	<ul style="list-style-type: none">• Problem Management: This section of the exam evaluates the skills of IT service managers and analysts, addressing both anticipatory and responsive facets of problem management.
Topic 5	<ul style="list-style-type: none">• Incident Management: This section of the exam gauges the proficiency of incident managers and support personnel, encompassing the entire lifecycle of incident management from initial detection to final resolution.

Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q135-Q140):

NEW QUESTION # 135

What is a part of the service desk manager role?

- A. Creating and maintaining a healthy work culture
- B. Providing software tools for service desk
- C. Triaging user queries
- D. Acknowledging user queries

Answer: A

Explanation:

The role of a service desk manager goes beyond operational tasks and includes ensuring that the team works in a positive and productive environment. Maintaining a healthy work culture is essential for motivating staff, reducing burnout, and improving overall service desk performance. This aligns with ITIL's focus on managing people, roles, and responsibilities to deliver quality service.

NEW QUESTION # 136

It is important for a service provider to understand user's feelings, emotions, and needs. Which service capability supports this?

- A. Service empathy
- B. Assurance
- C. Omnichannel communication
- D. Moment of truth

Answer: A

Explanation:

ITIL 4 recognizes the importance of understanding users' emotions, feelings, and needs to provide better service and enhance the overall user experience. The capability that supports this understanding is service empathy.

Service Empathy (Answer B - Correct): Service empathy refers to the ability of a service provider to understand and address the emotions, needs, and experiences of the users. It involves putting oneself in the user's position to provide more personalized and supportive service. ITIL 4 encourages organizations to focus on the user experience (UX), ensuring that services are designed and delivered with empathy toward the users' circumstances.

Assurance (Answer A - Incorrect): Assurance refers to ensuring users that services will meet their needs reliably, but it does not

focus on the emotional or empathetic aspect of service delivery.

Omnichannel Communication (Answer C - Incorrect): While omnichannel communication provides multiple ways for users to interact with the service provider, it is not directly related to understanding emotions and needs.

Moment of Truth (Answer D - Incorrect): Moment of truth refers to critical interactions between the service provider and the customer that shape the customer's perception of the service. However, this is more about the perception of service quality rather than empathy.

ITIL 4 Reference:

Service Empathy: Understanding and addressing user needs and feelings is crucial for improving the user experience.

Focus on Value: A guiding principle in ITIL 4 that emphasizes delivering value, which includes understanding user emotions and expectations.

NEW QUESTION # 137

An organization is improving a value stream for fulfilling service requests. It is identifying the steps, activities and information flows that are used to handle service requests. Which step in the value stream mapping is the organization performing?

- A. Define the purpose of the value stream
- B. Reflect on the value stream map
- C. Create a 'to be' value stream map
- **D. Do the service value stream walk**

Answer: D

Explanation:

A value stream in ITIL 4 refers to a series of steps an organization undertakes to create and deliver services to its consumers. When improving a value stream, organizations need to map out the steps, activities, and flows involved.

Identifying steps, activities, and information flows is part of the initial analysis of the current value stream, often referred to as the "value stream walk." This involves observing and documenting the current processes, which will later inform future improvements.

Option D ("Do the service value stream walk") is the correct answer because it involves analyzing the current state of the value stream by identifying the existing steps and information flows.

Incorrect Options:

Option A (Create a 'to be' value stream map) refers to designing a future state, which comes later in the process.

Option B (Reflect on the value stream map) happens after the current state has been mapped.

Option C (Define the purpose of the value stream) is an earlier step before mapping begins.

NEW QUESTION # 138

An organization operates in several markets and has many services provided collaboratively with their partners. The organization has adopted modern methods of development for its products and aims to quickly respond to changing requirements of the customers. It has recently become apparent that incident resolution time increased, sometimes exceeding the agreed targets. An incident review also showed an increase in the number and duration of transfers between the technical teams.

What is the BEST approach to improving incident handling in this instance?

- A. Ensure only internal teams take part in incident resolution
- B. Ensure only external teams take part in incident resolution
- C. Design significant rewards for individual technical specialists
- **D. Group technical specialists by product or service**

Answer: D

Explanation:

In this scenario, incident resolution times are increasing, and incidents are being transferred between multiple teams, causing delays. The best approach is to group technical specialists by product or service, allowing for faster, more efficient resolution.

Group Technical Specialists by Product or Service (Answer B - Correct): Organizing teams by product or service ensures that specialists have deep knowledge of the system they are responsible for, which reduces the need to transfer incidents between teams. This setup aligns with modern development approaches like DevOps, where cross-functional teams are responsible for end-to-end service delivery and incident resolution.

Ensure Only Internal Teams Take Part (Answer A - Incorrect): Limiting incident resolution to internal teams may not be feasible, especially if services are provided in collaboration with external partners.

Ensure Only External Teams Take Part (Answer C - Incorrect): Relying solely on external teams may introduce delays and reduce the organization's control over the incident resolution process.

Design Significant Rewards for Individuals (Answer D - Incorrect): While recognizing individual efforts can be motivational, it does not address the structural problem of incident transfers and delays between teams.

ITIL 4 Reference:

Incident Management Practice: Grouping teams by product or service helps reduce transfer times and ensures faster, more focused incident resolution.

NEW QUESTION # 139

Which is a practice success factor for the service desk practice?

- A. Ensuring that multichannel communication is used and improved wherever possible
- **B. Enabling and continually Improving effective, efficient, and convenient communications between the service provider and its users**
- C. Enabling and continually Improving effective, efficient, and convenient communications between the Service desk and its staff
- D. Overcoming the challenge of the limited scalability of voice and video call channels

Answer: B

Explanation:

The Service Desk practice in ITIL 4 plays a critical role in facilitating communication between the service provider and users. One of its Practice Success Factors (PSFs) is ensuring effective and efficient communication.

Effective, Efficient, and Convenient Communication (Answer A - Correct): A key success factor for the Service Desk is its ability to provide smooth and efficient communication channels between the service provider and its users. This involves ensuring that users can easily report issues, ask questions, and receive timely responses. ITIL 4 encourages the continual improvement of these communication channels to adapt to changing user needs and technological advancements.

Voice and Video Call Scalability (Answer B - Incorrect): While scalability of communication methods is important, it is a technical challenge rather than a core success factor for the Service Desk.

Service Desk Staff Communication (Answer C - Incorrect): While internal communication within the service desk is essential, the primary focus of the Service Desk is facilitating communication between the service provider and its users.

Multichannel Communication (Answer D - Incorrect): Multichannel communication is a means of providing options to users, but it is not a core success factor on its own. The success factor lies in ensuring that communication—regardless of the channel—is effective and continually improving.

ITIL 4 Reference:

Service Desk Practice: A key success factor is providing effective communication between users and the service provider.

Continual Improvement Practice: Emphasizes the importance of continually improving communication methods to ensure they meet user needs.

NEW QUESTION # 140

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